

A&D/TBI – Waiver Services Supplemental – Attendant Care Service

The waiver includes adult day services, attendant care, case management, homemaker, residential based habilitation, respite care, structured day program, supported employment, behavior management/behavior program and counseling, environmental modifications, healthcare coordination, occupational therapy, personal emergency response system, physical therapy, specialized medical equipment and supplies, speech-language therapy and transportation. These are waiver services options that can be provided and will be services that people are receiving. Not everyone will be receiving the same services, however. Some will receive Physical Therapy or Transportation or Attendant Care, or some other service that reflects their needs.

The **Person Centered Compliance Tool** will be supplemented with the following tool depending on what waiver service the person is currently receiving. A review of the POC/CCB will determine what services the person has. The Reviewer will determine by reviewing the POC/CCB and talking with the Case Manager the exact services the person has. By so doing, the Reviewer will take the appropriate supplemental Provider Review Tool to complete the Review. The following is an example of that supplemental Provider Review Tool for a person who is receiving: **Attendant Care services**.

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<p>Waiver Services: Attendant Care Waiver Assurances</p> <p>Recommended Probes</p>		<p>Discovery Mechanisms</p> <p>Discovery mechanisms are not meant to be inclusive. They are meant to be suggestions to gather information for the Reviewer. Guidelines are intended to help the Reviewer to make decisions about the presence or absence of the Indicators. The Discovery mechanisms listed here in no way imply they are meant to be directives for completion, or a requirement to be answered in every instance.</p>		
<p>Attendant Care: Desired Outcome: <i>Attendant Care Services primarily involve hands-on assistance for aging adults and persons with disabilities. These services are provided in order to allow older adults or person with disabilities to remain in their own homes and to carry out functions of daily living, self-care, and mobility.</i></p>		<p>Spending Time With People</p> <p>(Initially during the conversation with the person using the Personal Outcome Measures®, then throughout the Review process.)</p> <p>Examples only: specific situations may change observations.</p>	<p>Conversations With People</p> <p>Selected Examples only: specific situations may change conversations with people.</p>	<p>Review of Documents</p> <p>Examples only: specific situations may change documents needing review.</p>
<p>Personal Care</p>	<p>AC I.A.1 The individual receives personal care services by a qualified support staff as outlined in the individual's current CCP/POC.</p> <p>If documented in the person's POC/CCB:</p> <ol style="list-style-type: none"> 1. Does the person receive supports with bathing or partial bathing? 2. Does the person receive supports as necessary with personal oral hygiene? 3. Does the person receive the supports necessary for caring for 	<p>Observe for any of the supports being provided.</p>	<p>Ask the person what kinds of supports are provided in personal care.</p> <p>Ask the person if the supports are adequate or too much.</p> <p>Ask the person to</p>	<p>Review the POC/CCB to determine what supports are required in personal care.</p> <p>Review any documents that document any special equipment needed to provide supports in personal care.</p>

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	<p>his/her hair, including the clipping of the hair?</p> <p>4. Does the person receive support for shaving?</p> <p>5. Is hand and foot care being provided?</p> <p>6. Does the person receive support to care for intact skin?</p> <p>7. Does the person receive support to personally apply desired cosmetics?</p> <p>8. Is the person able to maintain as much independence as desired with the least amount of supports necessary?</p>		<p>describe any supports that are not needed, but are provided anyway.</p> <p>Ask the support staff what supports they provide in personal care.</p>	
Mobility	<p>AC I.B.1 The individual receives supports in mobility by qualified support staff as outlined in the POC/CCB.</p> <p>If documented in the person's POC/CCB:</p> <p>1. Does the person receive supports to maintain proper body mechanics?</p> <p>2. Does the person receive supports in order to transfer from one place (bed) to another (chair)?</p> <p>3. Does the person receive supports in ambulation without any assistive devices?</p>	<p>Observe how the person ambulates in their home or outside of the home.</p>	<p>Ask the person if they need any help in walking from one place to another.</p> <p>Ask the support staff what supports they provide in mobility.</p>	<p>Review the POC/CCB to determine what supports in mobility is needed.</p>
Supports with Elimination	<p>AC I.C.1 The individual receives assistance as necessary to help with elimination that maintains dignity and privacy.</p> <p>If documented in the person's POC/CCB:</p> <p>1. Does the person receive supports with a bedpan, bedside commode or toilet?</p>	<p>Watch for any instances of privacy violations with this assistance (open door to toilet, person in direct line of vision to others during supports).</p>	<p>Ask the person what support they believe is necessary for this need.</p> <p>Ask the person if they are satisfied with the amount and type of support received.</p>	<p>Review the POC/CCB to determine the level of support documented.</p>

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	<p>2. Does the person receive supports to provide maximum independence to minimize incontinence?</p> <p>3. Does the person receive the supports necessary to empty urine collection and/or colostomy bags?</p>			
Nutrition	<p>AC I.D.1 The individual receives supports in nutrition by qualified support staff as outlined in the POC/CCB.</p> <p>If documented in the person's POC/CCB:</p> <ol style="list-style-type: none"> 1. Is the person supported with meal planning? 2. Is the person supported with preparing the meal maintaining as much independence as possible? 3. Is the person supported with clean-up after the meal is finished? 	<p>If possible observe the food available in the person's house with their permission.</p> <p>Note the nutritional value of the food available.</p>	<p>Ask the person what foods are available to eat at mealtime and between.</p> <p>Ask the person if he/she needs help to prepare a meal.</p> <p>Ask the person who cleans the preparation area after the meal is finished.</p>	<p>Check the POC/CCB for the supports needed in nutrition.</p>
Safety	<p>AC I.E.1 The individual receives supports in maintaining a safe environment that enhances independence for continued living at home.</p> <p>If documented in the person's POC/CCB:</p> <ol style="list-style-type: none"> 1. Does the support staff use accepted principles of health and safety personally and with the person? 2. Is the person supported to identify and eliminate potential safety hazards, natural disasters or other emergencies? 3. Does the person's emergency plan identify what the person will do in the event of fire or severe weather? 	<p>Notice to see if any apparent environmental hazards are present in the person's house.</p>	<p>Ask the person if there have been times when he/she was injured by something unsafe in the house.</p> <p>Ask the person if it is okay to see the rooms in the house.</p> <p>If the person agrees to show the house, ask the person to accompany the tour if possible. If not, ask for the support staff to accompany.</p>	<p>Check any documented repairs made to the house.</p>

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	<p>4. Is the person supported to use personal health protection by using appropriate techniques of hand washing?</p> <p>5. Is the person supported to maintain waste disposal and engage in other household tasks for cleanliness?</p> <p>6. Does the person receive supports of reminders to take their own medicine?</p> <p>7. Does the person receive supports to answer mail and pay bills?</p> <p>8. Does the person receive supports to attend therapeutic community events?</p> <p>9. Does the person receive supports from the support staff to cultivate natural support systems to access community life?</p>			
<p>Documentation</p>	<p>AC I.F.1 Documentation standards are maintained by the support staff with assurance from the provider of services.</p> <p>1. Have the person’s needs been documented in the POC/CCB?</p> <p>2. Are all data recorded by the service provider that includes the date of service and number of units of service delivered?</p> <p>3. Are daily recordings from support staff present and up to date?</p> <p>4. Are support staff data entries focused on the person and the person’s issues for that day?</p> <p>5. Do data entries include at least the support person’s last name and first initial and their title if they hold a professional position?</p>		<p>Ask the support staff about the documentation requirements for supports provided.</p> <p>Ask the Case Manager if there are any documentation requirements for the supports provided.</p>	<p>Check notebooks or other documentation for confirmation that supports have been provided.</p> <p>Review the POC/CCB for the times of service and units of service. Ask to see the documentation for that.</p>